

DECEMBER 2024 -
FEBRUARY 2025

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San Jose Water Bulletin



DELIVERING
TODAY.
PLANNING
FOR
TOMORROW.



Unlock Your Credit Card!

Starting January 2, 2025, there will be **NO PROCESSING FEES** on payments made with a credit card.

NO MORE CREDIT CARD FEES!

We are excited to announce that **beginning January 2, 2025, we will no longer be charging credit card fees** when you pay your bill or your payment plan. This means that when you make a payment, the total amount you see at checkout is exactly what you will be charged — no additional transaction fees.

Our goal is to make this process as seamless as possible — **removing fees is part of our dedication to providing excellent service.**

WHO WE ARE: SAN JOSE WATER VS. VALLEY WATER

People ask us all the time about who we are compared to Valley Water. In a nutshell, they are the wholesaler for Santa Clara County (meaning they supply water to 13 different water utilities). We purchase treated water from Valley Water's three water treatment plants: Rinconada, Santa Teresa and Penitencia. We also pump groundwater from the groundwater basin managed by Valley Water. In addition, Valley Water manages 333 miles of waterways or creeks in Santa Clara County. Approximately 1/3 of the more than 800 miles of creeks and rivers in Santa Clara County are owned by Valley Water.



Valley Water
WHOLESALER

VW is a government agency which sells water to SJW and other retailers in SCC.

Any questions about a creek or reservoir head to: access.valleywater.org/s/



San Jose Water
RETAILER

San Jose Water provides water service to our customers.

Any questions related to your water service, visit: sjwater.com

SJW’S HABITAT RESTORATION FOR THE SANTA CRUZ KANGAROO RAT IN THE LOS GATOS CREEK WATERSHED



For the first time since 1947, the elusive Santa Cruz Kangaroo Rat (*Dipodomys venustus*) has been discovered in the Upper Los Gatos Creek Watershed. Along with the Midpeninsula Regional Open Space District (Midpen), SJW is exploring habitat management strategies and restoration strategies through its Forest Health Program to create and enhance the habitat on SJW land and within Midpen’s Sierra Azul preserve. These actions are essential to maintaining the open areas that the Kangaroo Rat relies on for burrowing and food storage. With restoration efforts continuing into 2025, conservationists are optimistic about the future of the Santa Cruz Kangaroo Rat.

BOTTLED WATER GETS THE BOOT: A LOOK AT SAN JOSE WATER’S EMERGENCY WATER DISTRIBUTION UNIT

As the Silicon Valley landscape evolves, efforts to manage emergencies also need to advance. The acquisition of our first **Emergency Water Distribution Unit (EWDU)** is a step forward in ensuring the readiness of SJW and the communities we serve. The EWDU is a fully self-contained mobile water distribution station designed and manufactured by SCG Process in collaboration with San Jose Water’s emergency management team to accommodate high-volume public engagement at a moment’s notice – particularly crucial for San Jose Water given the high risk of seismic activity.

Learn more: sjwater.com/our-company/news-media



GENERAL RATE CASE 2025-2027

On December 19, 2024, the California Public Utilities Commission (CPUC) approved **SJW’s General Rate Case (GRC)** covering the years 2025-2027, which will become effective January 1, 2025. This agreement enables SJW to invest \$450 million over three years in drinking water infrastructure in our local service area to support day-to-day water system functions, fire protection, economic vibrancy, and environmental conservation efforts. This increase is critical for SJW to continue providing reliable water service and public health protection for our one million customers.

Learn more: sjwater.com/2025Rates

TIER	SJW TIERS AND RATES JULY 1, 2024		SJW TIERS AND RATES JANUARY 1, 2025		\$ CHANGE	% CHANGE
	Rate Structure	Rate/CCF	Rate Structure	Rate/CCF		
1	0-6 CCF	\$5.5064	0-6 CCF	\$4.4270	(\$1.0794)	-19.60%
2	6-12 CCF	\$7.3795	6-12 CCF	\$6.6074	(\$0.7721)	-10.46%
3	Over 12 CCF	\$10.7652	Over 12 CCF	\$12.6201	\$1.8549	17.23%
Quantity Rate		\$7.3795		\$6.6074	(\$0.7721)	-10.46%

METER SIZE	2024 (OLD RATE)	2025 (NEW RATE)	\$ CHANGE	% CHANGE
For a 3/4-inch meter	\$55.51	\$70.11	\$14.60	26.3%
For a 1-inch meter	\$92.59	\$116.85	\$24.26	26.2%
For a 1.5-inch meter	\$185.18	\$233.70	\$48.52	26.2%

To see a digital version of this bill insert, visit sjwater.com/bill-insert

Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

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CONTACT US:

(408) 279.7900

sjwater.com

customer.service@sjwater.com

